



DELTONA WATER

High Utility Bill Investigation Checklist



An unusually high water bill is most often caused by a change in water use or a leak. Often times we do not realize how the simplest things can use so much water. Deltona Water understands your concerns and would like to help you determine the possible reasons why your bill is higher than usual. You may be able to determine the reason that your bill is higher than expected if you answer “yes” to any of the questions on the *High Bill Checklist*.

Deltona Water is not a leak detection company; however we may have many examples of what causes irregular usage.

If you complete the checklist (on the next page) and have determined the cause for your high bill, you will want to take the necessary steps to correct the issue as soon as you can to prevent another high bill. Please be sure to contact our Customer Service Department at (386) 575-6800 to discuss possible adjustment options. Please be sure to have your meter reading handy.

Let's Begin...

Secure your most recent bill as we will need to verify the meter serial number and last reading from it. If you do not have it available, you can always log on to our website and look at your last bill.

- Make sure all of the water faucets and water using appliances in your house or business are shut off.
- Locate your meter which is usually at the zero property line between your house and your neighbors. Identify which meter is yours and read the register on it like you would a car odometer from left to right. Be sure to include the fixed “0” at the end.

Meter Reading: _____

- Compare this reading to your bill. If it is lower than the reading on your bill, please contact our office. If the reading is higher, please continue with the below checklist as this is to be expected.

Current Mtr. Reading: _____ -- Mtr. Reading on Bill: _____ = gallons used

- Now look at the water meter. Is anything spinning on it? A spinning dial (or triangle) indicates water is going through the meter. If the dial is spinning even when you have all of the water turned off (excluding any valves such as your house valve), you may have a plumbing leak somewhere that is causing your water bill to be high.
- If your meter is spinning, and you have a house valve, turn your house valve to the off position. If the meter stops spinning, that indicates that the leak is likely somewhere in or under your house. If it does not stop spinning, then you likely have an issue with your line from the meter to the house valve. Keep in mind that your house valve could be broken and not close, but this is a good first step to try. ****Don't forget to turn your house valve back on after checking this!**
- The High Bill Checklist may help you identify what caused your high bill.

After completing the checklist, **Know Your Options...**

Deltona Water currently offers a few courtesy options to assist with higher than normal bills.

If you have experienced a high bill that was not caused by a leak, you may qualify for a Courtesy Adjustment which is available once in a 24 month period. Keep in mind that this high bill may be a result of laying new sod, having a slip and slide at a birthday party, filling a pool or maybe even some spring cleaning. Changing your irrigation settings can also result in a higher than expected bill.

If a leak is detected, you may qualify for a leak adjustment once every 12 months. Up to two (2) consecutive bills may be considered.

In order to qualify for either a Courtesy Adjustment or a Leak Adjustment, the appropriate request form must be submitted within 30 days of the initial affected bill date.

If you are a sewer customer and have filled your pool, you may also qualify for a Pool Fill adjustment. This adjustment is only made to the sewer portion of your bill.

Payment plans may also be available as a courtesy.

Please contact our Customer Service Department for more information on these options.

High Bill Checklist		
Yes	No	Question
<input type="checkbox"/>	<input type="checkbox"/>	Have you made any recent repairs to any household plumbing or irrigation system? (i.e. toilet flapper, sink, shower/tub, ice machine, dish washer, washing machine, water softener, main supply line, irrigation head, irrigation piping, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	Have you laid new sod, planted/watered by hand, installed or turned on an irrigation system?
If you answered yes to either of the two questions above, please call our office to learn about potential adjustment opportunities available.		
<input type="checkbox"/>	<input type="checkbox"/>	Did you have guests or maybe someone home on vacation during your last bill cycle?
<input type="checkbox"/>	<input type="checkbox"/>	Do you have a water softener? If yes, answer next question; if no, skip over next question.
<input type="checkbox"/>	<input type="checkbox"/>	Have you checked the cycle time of the water softener? Sometimes a softener will get stuck in the backwash or rinse mode. If water continues to go down the drain after the water softener regenerates it is leaking and needs to be fixed.
<input type="checkbox"/>	<input type="checkbox"/>	Are any of your faucets or outside spigots dripping?
<input type="checkbox"/>	<input type="checkbox"/>	Do you have a pool and/or hot tub? If yes, answer next question; if no, skip over the next question.
<input type="checkbox"/>	<input type="checkbox"/>	Has the pool/hot tub been filled recently or has water been added?
<input type="checkbox"/>	<input type="checkbox"/>	Do you have a hot water heat or boiler heat or water cooled air conditioning? Malfunctioning units may contribute to higher bills.
<input type="checkbox"/>	<input type="checkbox"/>	Does your water service feed any external buildings or water using systems (such as an irrigation system)?
Irrigation System Check:		
Irrigation Systems During the summer irrigation systems are a common source of high water use. Watering times generally double during the summer months compared to the winter. Automated irrigation systems should be checked regularly to be sure they are functioning properly and have no leaks or broken sprinkler heads.		
<input type="checkbox"/>	<input type="checkbox"/>	Have you performed a check of your irrigation system lately? Take a reading from your meter (including the stationary "0"), allow your system to run a full cycle with no other water usage during this time, and then take another reading after all zones are complete. This will allow you to calculate how much water is being used.
<input type="checkbox"/>	<input type="checkbox"/>	While the system is running, check all of the heads to ensure that none are broken. Also make sure that only one zone is running at a time, sometimes a faulty valve can cause a zone to stay on the entire time which uses more water
<input type="checkbox"/>	<input type="checkbox"/>	Check your timer. Ensure that each zone is set to the appropriate time and date. Also make sure that there is not a secondary schedule set to run. Sometimes customers find that an alternate setting causes the system to run in the overnight hours without their knowledge.
Toilet Check (perform on every toilet in your household)		
<input type="checkbox"/>	<input type="checkbox"/>	Does your toilet run frequently? Have you performed a dye test to confirm this?
		The most common toilet leak is caused by a deteriorated or defected flush valve (flapper) ball at the bottom of the toilet tank. If it does not make a tight seal water will leak into the toilet bowl. Follow the below steps to check for leaks.
		Dye Test: Take the lid off of the tank behind the bowl, flush the toilet, and then wait for it to fully refill. Put a few drops of dye or a colored dye tablet (food coloring works well) in the tank. Wait at least 20 minutes; longer if you suspect it is a small leak. If there is any color in the toilet bowl, there is a leak.
		Another common type of leak has to do with an improperly adjusted or broken fill (ballcock) valve.
		To check for this take the lid off of the toilet tank, flush, and see if water is draining into the overflow tubes when the tank is full.
<input type="checkbox"/>	<input type="checkbox"/>	Did either of the above indicate a leak? If yes, please make the repair and contact our office.

Helpful Hints...

Some common causes of high water bills include:

- A leaking toilet, or a toilet that continues to run after being flushed (see additional information below)
- A dripping faucet; a faucet drip can waste 20 gallons of water a day or more
- Filling or topping off a swimming pool or hot tub • Watering the lawn, new grass, or trees; also check for an open hose spigots
- Kids home for summer vacations or school holidays; guests
- Water-cooled air conditioners
- A broken water pipe or obvious leak; check the pipes in the basement or crawlspace; the water heater could also be leaking
- Water softener problems – cycles continuously
- Running the water to avoid freezing water pipes during cold weather